

In a managed health care plan:

- You have a regular doctor. This person is your Primary Care Provider.
- You can get regular check-ups.
- There is no limit on the number of visits you or your children can have with your doctor.
- You can reach your provider's office or health plan 24 hours a day, 7 days a week.
- Your benefits are the same as regular Medicaid.
- You can access clinics, laboratories, specialists and hospitals.

Talk to your doctor about which managed care health plan(s) he/she participates in.

Dental services are available for everyone, either through your managed care health plan or regular Medicaid.

To find out about additional services offered by managed care health plans, you can contact the plans by calling the Member Services phone numbers listed in this Guide.

Important numbers

If you have a problem with your health plan, call:

**New York State
Health Department
Complaint Hotline
1-800-206-8125**

For copies of this guide, call:

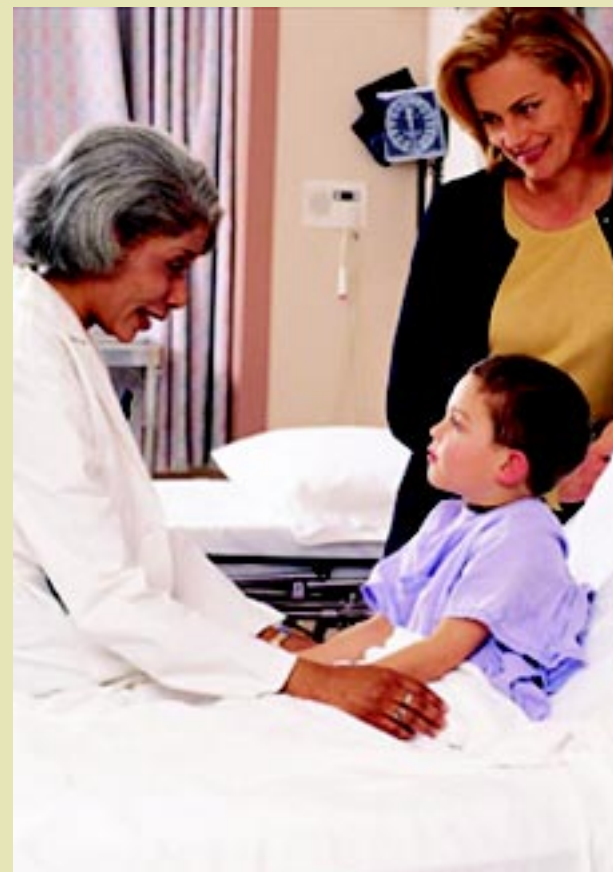
**New York State
Health Department
518-486-6074**



State of New York
George E. Pataki, Governor

Department of Health
Antonia C. Novello, M.D., M.P.H., Dr.P.H., Commissioner

A Consumer's Guide to Medicaid Managed Care on Long Island



Choosing a managed care plan that meets the health care needs of you and your family is an important decision. This brochure will help you make that decision. It has information about the quality of care offered by the different plans, and people's opinions about the care and services the plans provide.

There are other things you need to think about too. Is your doctor in the plan? How close is the doctor's office to your home? Does the plan have special services that you and your family need?

Talk with friends, your doctor and your local social services counselors—before making a decision. Ask questions to make sure you know what each plan offers.

Managed care plans in Long Island

| | Member Services Phone Numbers | Nassau | Suffolk |
|--|----------------------------------|--------|---------|
| Affinity Health Plan www.affinityplan.org | 1-866-247-5678 | • | • |
| Fidelis Care New York www.fideliscare.org | 1-888-343-3547 | • | • |
| HealthFirst PHSP, Inc. www.healthfirstny.com | 1-866-463-6743 | • | • |
| HIP www.hipusa.com | 1-800-447-8255 | • | • |
| Suffolk Health Plan www.suffolkhealthplan.com | 1-800-763-9132 | | • |
| UnitedHealthCare of New York www.unitedhealthcare.com | 1-800-339-5380 | • | • |

NOTE: Not every plan may be accepting new enrollment. Please call your local social services department or the plan member services phone number listed above to make sure.

- Both Family Health Plus and Medicaid

A Consumer's Guide to Medicaid Managed Care on Long Island

2004

Key

- More stars mean better health plan performance
- ★★★ Above average
 - ★★ Average
 - ★ Below average

Health Plan

| | The Quality of Care provided by health plans to children is measured by: | | | | The Quality of Care provided by health plans to adults is measured by: | | | | Patient Satisfaction with access and service is measured by these five questions: | | | | | Overall Rating |
|------------------------------|--|--|--|---|---|---|--|---|---|---|--|--|---|-----------------|
| | Percent of two-year-olds who got their shots | Percent of two-year-olds who have been tested for lead poisoning | Percent of adolescents (12-21) who had a well-care visit | Percent of members (5-17) with asthma who received appropriate medication | Percent of pregnant women receiving a prenatal visit early in their pregnancy | Percent of women (21-64) who had a Pap test in past 3 years | Percent of members (18-56) with asthma who received appropriate medication | Percent of members who had routine check-ups in past year | Would you recommend your health plan to your family or friends? | Did you receive health plan services quickly? | Did you get the care you needed from your health plan? | How happy are you with your health plan? | How happy are you with your children's health plan? | |
| | Childhood Immunization | Lead Screening | Adolescent Well-Care | Use of Asthma Medication | Timeliness of Prenatal Care | Cervical Cancer Screening | Use of Asthma Medication | Access to Care | Recommend Health Plan | Timeliness of Service | Availability of Care | General Satisfaction | Children's Satisfaction | |
| Affinity Health Plan | ★★★ | ★★★ | ★★ | ★ | ★★★ | ★★ | ★ | ★ | ★★ | ★★ | ★★ | ★★ | ★★ | <div></div> 67% |
| Fidelis Care New York | ★★ | ★★★★ | ★★ | ★★★★ | ★★ | ★★★★ | ★★★★ | ★ | ★★ | ★★ | ★★ | ★★ | ★★ | <div></div> 74% |
| HealthFirst PHSP, Inc. | ★ | ★★★★ | ★★ | ★★★★ | ★★★★ | ★★ | ★★ | ★ | ★★ | ★★ | ★ | ★★ | ★★ | <div></div> 67% |
| HIP | ★ | ★ | ★★ | ★★★★ | ★ | ★ | ★ | ★★★★ | ★★ | ★★★★ | ★★ | ★★ | ★★ | <div></div> 62% |
| Suffolk Health Plan | ★★★★ | ★★★★ | ★★ | ★★ | ★★★★ | ★★ | ★★ | ★ | ★ | ★ | ★★ | ★★ | ★★ | <div></div> 67% |
| UnitedHealthCare of New York | ★★ | ★ | ★ | ○ | ★ | ★★ | ○ | ★★★★ | — | — | — | — | — | <div></div> 42% |

○ Plan submitted invalid data
— Information not available
Ratings are based on a comparison of plan rates to regional averages.

The Quality ratings are from information submitted by the health plans. Patient Satisfaction ratings are from a Department of Health survey.